



**“FACTORS AFFECTING EMPLOYEES PERFORMANCE IN CTRM AERO COMPOSITES**

**SDN. BHD.”**

**MUHAMAD SYAFIQ BIN BAHARUDIN**

**2013852022**

**MUHAMMAD AMIRUL ASHRAF BIN KAMARUDIN**

**2013478622**

**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TECHNOLOGY MARA  
MALACCA CITY CAMPUS**

**JULY 2015**

## **DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (INTERNATIONAL BUSINESS)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
"DECLARATION OF ORIGINAL WORK"**

WE, MUHAMAD SYAFIQ BIN BAHARUDIN, (I/C Number: 910511-01-7035) AND  
MUHAMMAD AMIRUL ASHRAF BIN KAMARUDIN, (I/C Number: 910825-04-5215)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## LETTER OF SUBMISSION

Date: 1<sup>st</sup> July 2015

**NURUL AZRIN BINTI ARIFFIN**

(International Business Lecturer)

Bachelor of Business Administration with Honors (International Business)

Faculty of Business Management

University Technology Mara

40450 Melaka

Dear Madam,

### **SUBMISION OF PROJECT PAPER**

Attached is the project paper titled “**FACTORS AFFECTING EMPLOYEES PERFORMANCE IN CTRM AERO COMPOSITES SDN. BHD**” to fulfill the requirement as needed by the Faculty of Business Management, University Technology Mara.

Thank you.

Yours sincerely,

**MUHAMAD SYAFIQ BIN BAHARUDIN (2013852022)**

**MUHAMMAD AMIRUL ASHRAF BIN KAMARUDIN (2013478622)**

Bachelor of Business Administration (Hons) (International Business)

## **ABSTRACT**

The employee performance is important to company to achieve their goals and target, so our research is focus on the current staff whether they aware of employee performance or not. The primary aim of this study is to explore the main factors that can contribute to the employee performance in CTRM Aero Composites. The data collected through questionnaire from 92 respondents was used to test the proposed hypothesis. The survey questions designed to determine five elements of factor that affecting employee performance which is financial rewards, recognition, working environment and job design.

The result reveals the positive relationship of rewards and working environment towards employee performance. Factors and determinants that can help staff in CTRM Aero Composites aware about factors that can affect their performance. There are many other factors which may affect the level of employee performance in CTRM Aero Composites but due to time constraint others are not taken for research. Moreover, the sample was also limited as the only focus was in CTRM Aero Composites staff.

The accuracy of the results may be influenced by biases. The results of this study have clearly shown that the independent variables which are education, religion, and subjective norms have a direct and positive impact on the dependent variable that is awareness of employee performance which means the enhancement of one independent variable causes the enhancement in the awareness which is the dependent variable.

## TABLE OF CONTENTS

“FACTORS AFFECTING EMPLOYEE PERFORMANCE IN CTRM AERO COMPOSITES SDN. BHD.” .....	i
“FACTORS AFFECTING EMPLOYEE PERFORMANCE IN CTRM AERO COMPOSITES SDN. BHD.” .....	ii
DECLARATION OF ORIGINAL WORK.....	iii
LETTER OF SUBMISSION.....	iv
ACKNOWLEDGEMENT .....	v
TABLE OF CONTENTS .....	vi
LIST OF TABLES.....	vii
ABSTRACT .....	ix
CHAPTER 1: INTRODUCTION .....	1
1.1 Overview .....	1
1.2 Problem statement.....	2
1.3 Research Questions .....	4
1.4 Research Objectives.....	4
1.5 Scope of Study .....	4
1.6 Definition of Terms .....	5
CHAPTER 2: LITERATURE REVIEW .....	6
2.0 Introduction.....	6
2.1 Employee Performance.....	7
2.2 Financial Rewards.....	8
2.3 Recognition .....	11
2.4 Working Environment .....	14
2.5 Job Design.....	16
2.6 Theoretical Framework.....	19
CHAPTER 3: FINDING AND METHODOLOGY .....	<b>Error! Bookmark not defined.</b> 1
3.0 Research Design.....	21
3.1 Population and Sample .....	<b>Error! Bookmark not defined.</b> 22
3.2 Data Collection .....	23
3.3 Instrument.....	24
3.4 Data Analysis .....	25